

COUNTRY BUSINESS MANAGER – FIJI (OUTSOURCING | ANZ MARKETS)



Role Overview

The Country Business Manager is responsible for leading and expanding the company's outsourcing operations in Fiji, primarily servicing clients in Australia and New Zealand. This role focuses on driving business growth, ensuring high-quality service delivery, managing local teams, and maintaining strong client relationships across ANZ markets.

Key Responsibilities

1. Business Development & Growth (ANZ Focus)

- Identify and secure new outsourcing opportunities with Australian and New Zealand clients
- Build strategic partnerships and expand the client portfolio
- Develop and execute market entry and growth strategies targeting ANZ industries (e.g., Accounting, BPO, Admin Support, Bookkeeping, Taxation)

2. Client Relationship Management

- Act as the primary point of contact for key ANZ clients
- Maintain strong, long-term relationships and ensure high client satisfaction
- Handle escalations and ensure service delivery meets agreed SLAs and KPIs

3. Service Delivery & Operations

- Oversee daily outsourcing operations (e.g., back-office, finance, customer support teams)
- Ensure high-quality, timely, and cost-effective service delivery
- Implement process improvements and quality assurance frameworks

4. Team Leadership & Capability Building

- Recruit, train, and manage local teams in Fiji
- Develop team capabilities aligned with ANZ client expectations and standards
- Drive a performance-based culture with clear KPIs and accountability

5. Financial & Commercial Management

- Manage P&L, Payroll for Fiji operations
- Set pricing models and ensure profitability of outsourcing services
- Monitor costs, margins, and financial performance

6. Compliance & Risk Management

- Ensure compliance with Fiji employment laws and regulations
- Align operations with Australian and New Zealand client compliance requirements (e.g., data privacy, confidentiality)
- Maintain strong governance and risk controls

7. Reporting & Stakeholder Communication

- Provide regular updates to senior leadership on performance, risks, and opportunities
- Track KPIs, SLAs, and financial metrics
- Present insights and recommendations for continuous improvement

Key Requirements

- Bachelor's degree in business, Finance, Management, or a related field, with a professional qualification such as CIMA, CPA, ACCA, or Chartered Accountancy
- 10+ years' experience in managing onshore and offshore teams
- Proven experience working with Australian and/or New Zealand clients
- Strong understanding of offshore and onshore delivery models and client expectations
- Demonstrated success in business development and client management
- Excellent leadership, communication, and stakeholder management skills

Preferred Skills

- Experience in accounting, finance, or professional services outsourcing
- Knowledge of ANZ business culture and compliance expectations
- Experience scaling offshore teams

Key Performance Indicators (KPIs)

- Revenue growth from ANZ clients
- Client satisfaction and retention rates
- Service delivery quality (SLA/KPI achievement)
- Profit margins and cost efficiency
- Employee performance and retention